



REQUEST FOR PROPOSAL (RFP)

January 13, 2020
 Sauk County
 Sheriff's Department

RFP TITLE	Inmate Telephone System	
RFP DEADLINE	<p style="text-align: center;">April 8, 2020 2:00 p.m. (CST)</p> <p>Late proposals, faxed proposals, electronic mail proposals or unsigned proposals will be rejected.</p>	
SUBMIT PROPOSAL TO THIS ADDRESS	<p style="text-align: center;">SAUK COUNTY SHERIFF'S DEPARTMENT 1300 LANGE COURT BARABOO, WI 53913</p>	
DIRECT ALL INQUIRES TO	NAME	Lewis Lange
	TITLE	Captain, Sauk County Sheriff's Department
	PHONE #	608-355-3842
	EMAIL	lewis.lange@saukcountywi.gov
	WEB SITE	www.co.sauk.wi.us
DATE ISSUED: January 13, 2020		

1.0 SCOPE/INTENT

Sauk County is requesting sealed proposals for a fully operational, flexible, secure and reliable inmate telephone system. The provision of inmate phone service and the quality and reliability of service are a high priority.

Suppliers offering a proposal in response to this RFP shall be responsible to submit technical solutions based on their programs that meet or exceed the goals and objectives set forth herein.

2.0. Project Information

The Inmate Telephone System must support inmate calling at all of the following facilities. See below for quantities of required and/or desired ITS equipment at each facility. **Note: copy table for each facility**

Sauk County Jail/Huber Center
Inmate Capacity: 369
Average Daily Population: 175 (2019)

Equipment	Quantity	Required or Desired?
Standard inmate telephones	25	Required
Visitation phones (monitored/recorded)	44 (16 public side/28 inmate side)	Required, although numbers are open to discussion (Tablets/Kiosks may be used to accomplish this
TDD/TTY devices	2	Required
Inmate Mail Solution (Offsite scanning with e-delivery to inmates)		Required
Inmate kiosks	21	Required/Tablet docking may be used to accomplish this
Tablets	9 Housing units worth(pod size 14-48)	Required
Body Scanner	1	Desired

Current call volume and rate information is provided below: October 2019

Call Category	# of Calls per Month	# of Minutes / Month	Total Revenue/ Month
Total	18,471(completed)	85,464	\$18,245.92

Call Category	Surcharge or Connect Fee	Per Minute Collect	Debit/Prepay Per Minute	Average Call Duration	Average Call Price	Current Commission %
Local	0	\$.25	\$.21			\$.03 per minute
Intra LATA	0	\$.25	\$.21			\$.03 per minute
Inter LATA	0	\$.25	\$.21			\$.03 per minute
InterState	0	\$.25	\$.21		\$1.01	\$.03 per minute

2.1 SCHEDULE OF EVENTS

The following is the schedule of events listed in the order of occurrence, showing the major milestones from issuance of the RFP to the contract award:

<u>Event</u>	<u>Date</u>
RFP Issuance	1/13/2020
RFP Questions Due	2/27/2020
Pre-proposal Conference Sauk County Sheriff's Office 1300 Lange Ct Baraboo, WI 53913	3/18/2020 @ 1000 CST
Proposal Due Date	4/8/2020
Proposal Evaluation Completed	4/22/2020
Oversight Committee Review	5/12/2020
County Board Review	5/19/2020
Contract Signed	5/26/2020
System In Service	10/28/2020

The County reserves the right to change the schedule of events, as it deems necessary. In the event of a major date change, known participants will be notified. The County also reserves the right to issue addenda to the RFP up to seven (7) days before the proposal due date to clarify the requirements and respond to bidder questions. Vendors shall acknowledge receipt of all addenda in their proposals.

2.2 **PROPOSAL FORMAT and SUBMISSION**

To enable the Selection Committee to fairly evaluate each proposal, each bidder shall use the following proposal format:

Cover Letter
Table of Contents
Executive Summary
Point-by-Point RFP Response
Commission Offer Form
Rate Information
References
System Information Attachments or Exhibits

Proposers shall submit **one (1) hard copy original** marked “original”, **six (6) exact hard copies** and **one (1) electronic version** of all files via USB drive or CD.

Proposers shall also submit **one (1) hard copy original**, marked “original” in a separately sealed envelope and **one (1) electronic copy of the Cost Proposal saved as a separate file from the other Proposal documents on the USB Drive or CD**. Alternately, the Cost Proposal may be saved separately on a second USB drive or CD submitted with the Proposal package.

RFP Questions must be submitted in writing as follows: Proposers shall submit **one (1) hard copy original** marked “original”, **one (1) exact hard copies** and **one (1) electronic version** of all files via USB drive or CD. Proposers shall allow responses to the questions to be submitted to them via email and provide an email address for those responses.

All materials required for acceptance of the Proposal by the deadline must be sent to:

Sauk County Clerks Office
Attn: Becky Evert
505 Broadway St #144
Baraboo, WI 53913

2.4 **CONTRACT PERIOD**

Any contract awarded as a result of this RFP shall remain in effect for a period of up to sixty (60) months from date of installation. Upon expiration of the one (1) year initial term, this agreement may be renewed for up to two (2) consecutive additional two (2) year terms, provided both parties mutually agree in writing. Notice to extend under this provision shall be provided to the contractor no less than sixty (60) days prior to the expiration date.

2.5 AWARD

A selection committee shall evaluate all proposals submitted to this RFP. The award will be based on general criteria, as outlined in paragraph 2.6 of this RFP. After an initial screening process, the Vendor may be asked to make an oral presentation of its proposal. All arrangements and scheduling shall be coordinated by the RFP contact.

The County expressly reserves the right, in its sole judgment, to accept or reject any or all proposals, with or without cause, modify, alter, waive any technicalities or provisions, or to accept the proposal which, in its sole judgment, is determined to be the best evaluated offer resulting from negotiation.

The County reserves the right to withdraw the RFP in whole or in part, at any time and for any reason. Submission of a proposal confers no rights upon the Vendor nor obligates the County in any manner. The County reserves the right to award no Agreement and to solicit additional offers at a later date.

The County will name the apparent successful Proposer in a "Notice of Intent to Award" letter. Identification of the apparent successful Proposer is procedural only and creates no right of the named Proposer to award of the contract.

The County reserves the right to investigate all references in addition to those supplied references and investigate past performance of any Proposer with respect to its successful performance of similar services, its compliance with specifications and contractual obligations, its completion or delivery of a project on schedule, its lawful payment of subcontractors and workers, and any other factor relevant to this RFP. The County may postpone the award or the execution of the contract after the announcement of the apparent successful Proposer in order to complete its investigation.

Proposer costs of developing the Proposal, cost of attendance at an interview, or any other costs are entirely the responsibility of the Proposer, and will not be reimbursed in any manner by the County.

The County reserve the right to seek clarification of each Proposal, or to make an award without further discussion of Proposals received. Therefore, it is important that each Proposal be submitted initially in the most complete, clear, and favorable manner possible.

The County reserves the right to cancel or postpone this RFP at any time or to award no contract.

All Proposals, including any price quotations, will be valid and firm through a period of two hundred forty (240) calendar days following the closing date. The Counties may require an extension of this firm offer period. Proposers will be required to agree to the longer timeframe in order to be further considered in the procurement process.

Upon receipt of all Proposals, the Sheriff's Department or designee will determine the responsiveness of all Proposals. If a Proposal is incomplete or non-responsive in significant part or in whole, it will be rejected. The County reserves the right to determine if an inadvertent error is solely clerical or is a minor informality which may be waived, and then to determine if an error is grounds for disqualifying a Proposal. The Proposer's contact person identified on the

Proposal will be notified, identifying the reason(s) the Proposal is non-responsive. One copy of the Proposal will be archived and all others discarded.

This RFP will become part of the Contract between the County and the selected contractor(s). The contractor(s) will be bound to perform according to the terms of this RFP, their Proposal(s), and the terms of a contract.

Except as called for in this RFP, Proposers may not communicate with members of the Sauk County Board, or other County employees or representatives about the RFP during the procurement process until the apparent successful Proposer is selected. Communication in violation of this restriction may result in rejection of a Proposer.

All Proposals in response to this RFP are the sole property of the County, and subject to the provisions of public records.

The County reserves the right to correct inaccurate awards resulting from its clerical errors.

Proposals may be rejected in whole or in part if they attempt to limit or modify any of the terms, conditions, or specifications of the RFP.

By responding, the Proposer states that the Proposal is not made in connection with any competing Proposer submitting a separate response to the RFP, and is in all aspects fair and without collusion or fraud. Proposer also certifies that no officer, agent, elected official, or employee of County has a pecuniary interest in this Proposal.

The County may request best and final offers from those Proposers determined by the County to be reasonably viable for contract award. However, the County reserve the right to award a contract on the basis of initial Proposal received. Therefore, each Proposal should contain the Proposer’s best terms from a price and technical standpoint. Following evaluation of the best and final offers, the County may select for final contract negotiations/execution the offers that are most advantageous to County, considering cost and the evaluation criteria in this RFP.

The successful Proposer agrees that, in performing the work called for by this RFP and in securing and supplying materials, contractor will not discriminate against any person on the basis of race, color, religious creed, political ideas, sex, age, marital status, sexual orientation, gender identity, veteran status, physical or mental handicap, national origin or ancestry, or any other class protected by applicable law.

2.6 SELECTION CRITERIA

RELEVANT EXPERIENCE AS PRIME CONTRACTOR.....	20%
FINANCIAL PROPOSAL.....	25%
PROPOSED SOLUTION.....	35%
OPTIONS OFFERED.....	10%

OVERALL BENEFIT TO COUNTY..... 10%

2.7 INSTALLATION REQUIREMENTS

1. Turnkey Installation – Proposer shall be responsible for all costs associated with the inmate telephone system, including purchase of equipment, installation, service, maintenance, voice network and transmission, data network, and day- to-day operation. The County shall have no responsibility for any costs associated with the system.
2. Proposer is responsible for determining all wiring and software requirements; costs associated with the conversion of service from current inmate telephone system providers to the successful new service provider. Successful proposer shall coordinate all details of switching out services with the current vendor.

2.8 SERVICE AND SUPPORT REQUIREMENTS

1. Successful Contractor shall be responsible for maintenance support on a twenty-four (24) hour, seven (7) day per week basis.
2. **Describe**, in detail, your company’s service and maintenance program. Include remote programming, diagnostics, downloading and trouble-shooting. Describe how the phones/tablets/kiosks are polled, how often, and what information is gathered during remote diagnostics.
3. Wherever “**Maintenance**” is specified in this section, it shall mean “**Software and/or Hardware and/or other telephone equipment Maintenance, Support and repair and/or replacement requirements**”.
4. All costs for maintenance, support, repair of all software and equipment will be borne by the successful proposer, and will not be deducted from any commissions.
5. During the term of any contract awarded as a result of the RFP, successful proposer agrees to provide maintenance to diagnose problems, determine proper solutions and provide:
 - i. The implementation of any required solutions, changes, modifications, updates or other services which are necessary to allow the Software, Hardware and any other telephone equipment to perform in accordance with the specifications as set forth in the RFP
 - ii. Upgrade the Software and/or hardware to its required performance standards as required in the RFP

- iii. Telephone support shall be available to accept calls regarding maintenance twenty-four (24) hours a day, seven (7) days a week. Describe the location of your technical services call center(s), and indicate whether, and under what circumstances, a maintenance call from the facility will ever be answered by a service representative located outside of the United States.
 - iv. Successful proposer shall respond to a telephone request for maintenance within four **(4) hours** after the initial notification.
6. Telephone support shall be available to accept calls from inmate call recipients (friends/family) regarding customer service, billing, and prepaid account setup and funding twenty-four (24) hours a day, seven (7) days a week. Describe the location of your customer service call center(s), and indicate whether, and under what circumstances, a customer service call from an inmate call recipient will ever be answered by a service representative located outside of the United States.

2.9 CALL RATING AND COMMISSION ACCOUNTABILITY

- 1. A copy of current rates shall be on file with the County. County must be notified, in writing, of any proposed increases or decreases in the rates charged. County **MUST** approve increases/decreases in rate(s) prior to any change.
- 2. Any change in Tariff (Increase or Decrease) which is not approved by the County in writing in advance of the change shall be grounds for termination of the contract.
- 3. The commission offered to the County shall be based on total gross revenues, with no deductions for fraud, bad debt, uncollectible, unbillable calls. No deduction shall be made for any cost of providing the service described.
- 4. Commissions shall be paid on all call types: Collect, Direct Billed, PrePaid Collect, Advance Pay, Debit and Debit Card.
- 5. Commissions shall be paid **MONTHLY** and shall be accompanied by an inmate telephone commission and summary report which shall include, at a minimum, the following information:

- Date of Report
- Time Period Covered
- Total Number Calls
- Total Number Minutes
- Total Gross Revenue (as defined above)

Such payment shall arrive no later than 45 days following the calendar month for which commissions are being paid.

- 6. Failure to pay accurate commissions on a regular, monthly basis shall be grounds for cancellation, without penalty, of any agreement executed as a result of the RFP

7. Proposer must provide an alternative billing option to called parties who are categorized as unbillable by virtue of their selection of an alternative local carrier for service. System proposed **MUST** permit the first call attempt to complete and must provide the called party with immediate access to live customer service representatives for account setup. Such access must be accomplished by pressing a single key on the called party's telephone keypad. Although the called party may be provided a toll free number to call for information or account set-up, this **MUST NOT** be the only alternative. Called party account set up must include various payment options such as: credit card, electronic check, Western Union, etc.
8. Commissions shall be presented in the proposal using the enclosed Commission offer form. Failure to complete this form will be grounds for disqualification of your proposal.
9. Facility must have immediate access to rated call records on a real-time or near real-time basis. Once a call has ended, the rated call detail record should be available for reporting using the web-based inmate phone system. Remote report generation by the Contractor is not an acceptable alternative; intervention by the Contractor must not be necessary for authorized facility personnel to access rated call detail records.

2.10 TECHNICAL REQUIREMENTS AND SPECIFICATIONS

The following identifies the minimum requirements of the desired inmate telephone System:

1. The System shall use "State-of-the-Art" technology and web-based equipment with multilevel password security access. The architecture shall be expandable to allow future growth.
2. The Inmate Phone System shall process all inmate calls on an outgoing, station-to-station basis. No incoming calls shall be permitted.
3. All phones shall limit one call per connection.
4. All inmate calls shall be processed by an automated operator and shall not allow access to a live operator at any time.
5. After the dialing sequence, the inmate shall be put "**ON HOLD**". The inmate shall **NOT** be permitted to monitor call progress and shall **NOT** be allowed to communicate with the called party, until the call is positively accepted.
6. The System shall be capable of informing the called party the amount that will be billed for the call prior to acceptance of the call.
7. The System shall brand all inmate calls with a pre-recorded message announcing the collect call, name of the facility, that all calls are subject to recording, and pre-recorded name of the inmate initiating the call. The System shall have, at a minimum, multi-lingual capabilities for English and Spanish.

8. The System shall deny access to 800, 888, 877, 411, 555-1212, 900, 911, 950+1, 976 or 10-10xxx numbers. Allow the blocking of specific telephone number such as victims, witnesses, judges, and county staff.
9. The System shall provide the ability to detect three-way calls and other fraudulent dialing patterns. Facility personnel should be provided with the ability to flag and/or terminate the call.
10. The System shall be capable of allowing free local calls to certain numbers such as Public Defender, Crime Stoppers, etc.
11. The system shall be capable of allowing private calls to verified attorneys.
12. The System shall allow for mass uploading of private attorney numbers from the WI State Bar association.
13. The System shall include the ability to control call duration on the basis of time limits and time of day restrictions.
14. The System shall have the ability to set a schedule with time limits and calling hours for phones, phone groups, and destination numbers.
15. Provide the capability to assign and use “PIN” management with the inmate telephone System. Integration with the facility’s Jail Management System (JMS) is required to automate the PIN assignment process. The County utilizes the **Zuercher(Central Squared)**JMS. The current JMS vendor may charge an integration fee. *The selected vendor is expected to cover this expense.* ITS vendors must also provide capability to assign PINs with current and future JMS vendors/systems.
16. Each Personal Identification Number (PIN) must have a personal “allowed” number (PAN) list that indicates what phone numbers a particular inmate is authorized to call. Vendor must indicate whether the System has a self-learning feature that allows inmates to auto-register phone numbers on the PAN list.
17. The System shall allow the creation of a “class of service” for groups of inmates to simplify the assignment of inmate calling privileges. Class of service should be customizable by number of calls allowed in a particular time period (days, weeks, months, etc.) during a defined time period, including free calls and other special free call types (such as attorney calls).
18. The System shall provide an integrated capability to monitor, record, store, and retrieve inmate phone conversations on a real time basis and retrieve conversations. Recordings must be stored online for the entire contract period plus any extensions, followed by a period of 121 days.
 - 18.14** The Call Monitoring feature shall allow users to add a listener to the conversation in real time by entering a telephone number into the interface where the call will be forwarded remotely.

- 18.15** It is desired that all calls in progress are viewable on a map with the ability to view call detail associated with those calls on the same screen.
 - 18.16** It is preferred that the Recording feature allow authorized users to export recordings to CDs or DVDs; move selected files to different discs to perform multiple burns; and receive notification of any download errors with the option to retry burning of the files without re-entering the query.
 - 18.17** The System shall also provide the ability to share call recordings with specific users or forward recordings and data to specific email addresses.
 - 18.18** The system shall provide the ability to share a link via email with specific login instructions for selected calls.
19. The System shall allow attorneys to register for non-recorded or privileged status to ensure calls made to these phone numbers are never recorded.
20. The System shall provide the ability to place alerts on individual inmates and called numbers that indicate the inmate or phone number is currently involved in a conversation. Types of alerts shall include, at a minimum, alerts to a land line, cell phone, pager, SMS text, and email. Indicate whether the monitoring party can break in to a live conversation and talk to both parties on an alerted call.
21. It is desired that the System provide email alerts whenever a Debit or Prepaid account is funded that is associated with an inmate or telephone number of interest.
22. Provide correct and accurate call detail and management reports for all calls placed from the inmate phones. Reports shall include as a minimum, origination number, destination number, type of call (local, intralata, interlata/intrastate, or interstate), number of minutes of call, reason for disconnect and total call charges. Reports must be available onsite to authorized County personnel, with no intervention from the Vendor necessary. Ability for authorized users to run specified reports periodically on a pre-defined schedule is preferred.
23. Provide accurate summary revenue reports on site from any System workstation. Reports must include all call types (collect, prepaid collect and debit/debit card) and must reflect the total revenue for each call type, subtotaled by tariff type (local, IntraLATA, InterLATA, Interstate, and International).
24. The System shall be capable of producing detailed and summary reports which reveal inmate telephone activity, such as telephone numbers called by more than one inmate.
25. Call Detail Records – Call records and recordings shall be stored online throughout the life of the contract. Alternate proposals of archive storage are not acceptable. Bidder must specify in their proposal where the call records and recordings will be stored, and where backups of either will reside.
26. The System shall allow authorized users to attach notes to call detail records that can be queried for investigative purposes.

27. The System shall provide an investigative analysis feature that allows authorized users to view and analyze call data to establish links between multiple inmates and called parties that also offers a graphical representation of such links.
28. Inmate Messaging System -The facility is interested in a System which allows inmates to send and/or receive short-duration messages (voice mail) to and from called parties. All messages are to be recorded and stored for investigative purposes within the call processing System. The called party or inmate may be charged a reasonable fee for each message. In lieu of voicemails, the system may allow a text message system.
29. The System shall offer unlimited secure, remote access capability from any PC or laptop with high speed internet connectivity. This remote access shall (at a minimum) enable authorized users to view call records, generate reports, monitor live conversations, and search/retrieve/play recorded calls. Remote access activity shall not impair System functionality or performance in any way.”
30. Integration with the facility’s Commissary System is required to automate the debit calling option. The County utilizes the **Stellar** Commissary System. The selected vendor is expected to cover any integration expense.
31. **To reduce the burden of data entry on staff, the system must utilize an Open Standards architecture to enable integration with other jail systems, including the JMS (Zuercher), Commissary (Stellar), Electronic Health Records (ECS- American Data)with configuring the integrations to be paid for by the ITS Vendor.**

31.14.1The JMS interface must be used to automatically update the inmate information in the VVS, including their name, location within the facility, release, and their current visitation privilege status.

31.14.2The Commissary interface must allow transferal of funds from banking to calls and tablet use, ordering of items, viewing account balance and info.

31.14.3The Electronic Health records interface should allow electronic submission of inmate medical and mental health requests directly into ECS.

Please note in each proposal if your systems meets the previous criteria.

2.11 EQUIPMENT

1. All telephone equipment provided shall be new and completely operational at cutover.

2. All equipment shall comply with Part 68 FCC Rules and meet or exceed all applicable codes and standards for installation and service.
3. All Systems proposed shall meet ADA standards. For each facility, the vendor must provide telephones with TDD capability, in the quantity designated in Section 2.0, at no charge. Each TDD call must be recorded by the inmate phone System, converted to text, and attached to the call recording.
4. All inmate telephones shall be indestructible type telephones suitable for use in a jail, tamperproof, with steel encased housings and shockproof keypads. All handsets shall be of heavy-duty construction with no removable parts and shall be hearing aid compatible. The hand set cord shall be armored with a stainless steel lanyard. All phone instruments shall be waterproof, fireproof and feature DTMF dialing.
5. All telephone instruments shall be line powered and have UPS back-up power. No separate power supply shall be required. The UPS back-up as other equipment, whether or not specifically mentioned, to complete a total inmate telephone System will be the responsibility of the successful proposer and any and all costs will be borne by the successful proposer and will not be deducted from Commissions.
6. Proposer shall supply the number of user workstations and printers specified in Section 2.0.

2.12 VIDEO VISITATION & VISITATION SCHEDULING / MANAGEMENT

1. **Visitation Management:** The ITS must offer a visitation registration and scheduling module that is fully integrated with the phone system and available regardless of whether video visitation is installed. The scheduling module must allow friends, family, and attorneys to register for and schedule contact and non-contact visits online, with options to use a dedicated scheduling terminal in the lobby or an offsite computer with internet access.
 - a. The visitation management system must be flexible to accommodate complex visitation rules and policies that vary based on multiple criteria, such as visitor type, visitation hours, housing restrictions, specific inmate or visitor restrictions, and other policies and rules.
 - b. **To reduce the burden of data entry on staff, the visitation management system must utilize an Open Standards architecture to enable integration with other jail systems, including the JMS (Zuercher),**
 - i. **The JMS interface must be used to automatically update the inmate information in the VVS, including their name, location within the facility, release, and their current visitation privilege status.**
 - c. The visitor must be presented with, and accept, Facility visitation rules as a required component of the registration process and the scheduling process for each visit.

- d. The visitation management system must allow authorized Facility staff to deny or suspend previously approved visitors. The system shall require the staff to enter notes as to the reason for the denial or suspension of visits.
- e. The Facility must have the option of approving visitors who have registered prior to allowing them to schedule a visit.
- f. The registration system must allow for professional visitors to request unrecorded visits subject to review and approval by the County.
- g. The scheduling system must allow visitors to schedule a visit only on the dates and times available based on the visitation rules and availability of the inmate and visitation station. A mandatory component of this feature is the ability to prevent “keep separate” inmates (inmates who are not allowed to come into contact with one another) from being scheduled for visits simultaneously in the same area.
- h. The visitation management system must allow authorized Facility staff to schedule visits, as well as modify existing visits. The system shall require the staff to enter notes as to the reason for the modification of visits.
- i. Upon the scheduling of a visit, or subsequent modification or cancellation of a visit, the visitation management system must send a voicemail to the inmate with the notification of the visit, including the name of the visitor and the time of the visit.
- j. Authorized Facility users must have the ability to view all scheduled visitations at any time and have the ability to cancel a visit before it occurs.
- k. The system must automatically cancel a visit if the inmate is released or moved to a location where visitation is not possible.
- l. If a scheduled visitation is canceled, the system must automatically email the visitor with the reason for cancellation and an opportunity to reschedule, if possible.
- m. The public must be able to register and schedule visits on the web from any internet-connected device, such as smart phone, tablet, laptop, and desktop computers.
- n. The visitation management system must be accessible to authorized staff through a single sign-on to the ITS, and it must be accessible remotely from any internet-connected device.
- o. The visitation management system must have an alerts function and provide alerts by email or SMS message. The alerts must be available for when a particular visitor / inmate has scheduled a visit and when a particular visitor or inmate visit is scheduled to start.

- p. The visitation management system must have reports available for all visitor accounts, the visitation schedule, visitations that were terminated prior to the scheduled completion, visitation records, and visitation statistics.
2. **Video Visitation System (VVS):** The County is interested in installing video visitation to include both onsite and remote visits. Provide an overview of this technology that includes a description of equipment; visitor registration and scheduling; monitoring and recording capability; video recording storage; and the administrative/control interface. This may be done with kiosks/tablets or a combination of such. Any video visitation must be configured to work only when the tablet/kiosk is in place at the county's designated prebuilt kiosk locations.
- a. **Video Visitation System Architecture:** The Video Visitation System (VVS) must be a completely TCP/IP based system, with a dedicated network paid for by the Vendor.
 - b. **VVS Equipment:** The VVS inmate and visitor kiosks must have the following features:
 - i. corrections grade housing
 - ii. ability to have dual handsets for the visitor units
 - iii. high definition IP camera
 - iv. Wall-mounted with no ability to have roaming cameras
 - v. IP-addressable
 - vi. Use H.264 technology for video compression
 - c. **Capability to serve as a multi-functional inmate kiosk:** The VVS kiosks must utilize an Open Standards architecture to enable integration with other jail systems to allow for a multi-functional inmate kiosk. Establishing the integrations will be paid for by the Vendor. Expected functionality of the inmate kiosk as a result of the integrations is provided below:
 - i. The commissary interface must be capable of allowing inmates to log in to their accounts from the inmates' VVS kiosks to order commissary and check the status of current orders.
 - ii. The inmates' VVS kiosks must be able to interface with a system that enables two-way secure emails, including approved pictures. These emails must be routed to administrative staff for review and approval.
 - iii. The inmates' VVS kiosks must be able to interface with a law library system.
 - iv. The vendor must establish interfaces to systems that enable inmates to access inmate banking accounts as well as inmate phone accounts, including the ability to check balances and see account usage from the inmates' VVS kiosks.
 - d. **Video Visitation Sessions:**
 - i. The VVS must enable on-site visits, as well as "remote visits", whereby the visitor is visiting off-site from the convenience of their home or office.
 - 1. The VVS must be able to charge for these remote visits, with reports available to track the charges and remote visits.

2. The VVS must be configured to allow on-site visits for free, with 20 minute time limits(adjustable by purchaser as needed).
 - ii. All video visitations must be able to connect without requiring assistance from staff.
 - iii. Inmates must log in to a kiosk to enable the visitation to start.
 - iv. The VVS must automatically reconnect a visit that was disconnected prior to the scheduled end time and was not manually disconnected by an authorized staff member.
 - v. Authorized staff must be able to extend the visitation before or during the visitation.
 - vi. The visit must be allowed to start on any inmate and visitor kiosk, so long as the inmate logs in with his PIN and the visitor logs in with her account.
- e. Video Visitation Live Monitoring: The VVS must allow for authorized staff to live monitor video visitations.
- i. At least 16 visits must be permitted to be viewed on the monitoring screen, with the capability to lock on a particular visit.
 - ii. Visits with visitors who have been approved for unrecorded visits must be shown as in progress but not able to be viewed on the monitoring screen.
 - iii. Authorized staff must have the ability to send messages to the inmate and visitor during the live visit.
 1. The VVS must offer the option for the staff messages to be pre-designated messages by authorized staff supervisors or written ad hoc by the monitoring staff.
 - iv. Authorized staff must have the ability to instantly disconnect a visit. The VVS shall require the staff to enter a reason for the disconnection.
 - v. The VVS must allow authorized staff to verify the visitor prior to commencement of the visit where the staff can view and talk to the visitor.
 1. The VVS must have the option of requiring verification of only certain visitors.
 2. Authorized staff must have the capability to deny the visit if the visitor does not satisfy the requirements for verification. The VVS must require the staff write a note as to why the visitor was denied.
- f. Video Visitation Recording: The VVS must automatically record all visits, except for those visits with visitors who have been approved for unrecorded visits.
- i. The recordings will be available in commonly used/accessible format.
 - ii. Authorized staff shall have the ability to keep the recordings beyond the default period in the contract.
 - iii. The storage of video visitation recordings shall be redundant storage. Please explain.
 - iv. Recordings shall be available to authorized staff online from any internet-connected device.
 - v. The VVS shall have a report showing all users who have accessed and / or downloaded the recordings, with the date and time recorded.
 - vi. Recordings shall be picture-in-picture, with a timestamp of the visitation directly in the recording.
- g. Video Visitation Secure Access:

- i. The VVS must be accessible from a single sign-on to the ITS, with the ability to sign in remotely.
- ii. Access to the VVS must be role-based, with the capability of giving some staff more access than others.

2.13 OPTIONAL SERVICES/ADDITIONAL TECHNOLOGY

We are interested in the optional features and technology that each vendor has to offer. These value-added options can be additional features of the System, integrated solutions or external technologies that complement the inmate calling System and enhance our ability to perform investigations. Technologies proposed may be included in the bid at no cost or offered at an additional price, which may be funded from commission revenue. This is an unscored, value-add section of the RFP. However, the responses provided to this section may be used to distinguish between substantially similar proposals when making an award.

The County will not be a “beta site” for unproven technology. For all technology proposed, your references must include at least two sites where this technology has been in service as an integrated part of the proposed inmate phone System for at least 6 months.

1. The system must offer the option of voice biometric technology. This feature must be an integrated part of the call processing system. The ability to detect and send alerts for calls in real time during which the inmate’s voice changed after passing initial verification is preferred.
2. Proposal shall include Reverse Lookup technology for called numbers that is fully integrated with the Inmate Phone System at no cost to the County. Information available should include the end-user name and address associated with either cell phone and/or land-line telephone numbers.
3. The System shall offer an Automated Inmate Information System at no cost that is accessible by both the inmate and friends/family members via telephone.
4. **The County is interested in body scanner technology. Please submit your proposal to provide this.**
5. Proposal shall include an option for key word search and recognition that is fully integrated with the Inmate Phone System. The ability to create a thesaurus and search multiple phrases is desired. Please describe your solution in detail.

6. State whether the System can provide Automated Voicemail Messaging that provides incoming voicemail to inmates. Vendor must describe messaging solution and state whether it records and stores all messages.
7. State whether the System can provide tablet technology that allows inmates to submit PREA or crime tips, file grievances, request medical/dental, or file telephone complaints. The tablet technology feature should allow Facility staff to submit a message to an inmate, a group of inmates, or the whole facility.
8. Describe the System's ability to provide Commissary Ordering using the inmate tablets, including the process for selecting and ordering commissary items. Integration costs shall be covered by the Vendor.
9. State whether Vendor can provide Kiosk Services to include a booking/intake kiosk, lobby kiosk, and inmate kiosk. Provide an overview of this technology.
10. Describe Vendor's solution to provide transfer of remaining trust and phone account balances to an inmate upon the inmate's release.
11. The County is interested in Tablet technology that provides inmates access to education and entertainment for the purpose of rehabilitation, management, and decreased recidivism. Provide an overview of this technology, including security features, and cost of implementation.

2.13 REFERENCES & EXPERIENCE AS A PRIME CONTRACTOR

Vendor's History and Experience

1. Provide a summary of the vendor's history and experience providing inmate telephone services. Include years in operation, ownership history and company organization.
2. Provide background information and qualifications for all key personnel to be involved in the installation and management of services under a contract resulting from this RFP.
3. Summarize all past or pending litigation involving your company or the proposed inmate calling system.
4. Indicate any conflicts of interest that may affect the County's potential to award or do business with the bidder.
5. As part of this proposal, bidder must provide financial statements for the last 2 years.
6. What percentage of your company's revenues is generated from inmate telephone services?

Track Record

7. Describe all instances in the past 2 years in which a contract was awarded to your company, but said award was subsequently rescinded and awarded to another vendor. Include the reason for rescinding the contract and any / all other pertinent details.

8. Describe all instances in the past 2 years in which a customer cancelled your contract in advance of the planned contract end. Include name of facility, contract end date and contract termination date.
9. Describe all instances in the past 2 years in which a customer has provided you with notice that you were in breach of contract. Describe the nature of the breach and whether or not the breach was cured to the customer's satisfaction. Include name of facility and contact person.
10. Describe all instances in the past 2 years in which the bidder has lost a call recording or call data; in which the security of a call recording or call data was compromised; and/or in which the vendor was discovered to have incorrectly recorded privileged phone calls, such as attorney calls.
11. Describe any system outages during the past 2 years that affected more than one customer, including the cause of the outage, quantity and % of customers affected, how long customers were affected, and why the vendor's backup/failover technologies did not prevent the outage.

Location

12. Provide the location of the vendor's corporate office as well as the location of the office closest to the facility(s) that will provide services under a contract resulting from this RFP. Describe what services will be provided from these location.

References

13. Provide a minimum of 5 references for current customers of similar size and scope where the bidder provides inmate phone services in the role of prime contractor. For each reference, provide contact information and relevant project information (site size, number on inmate telephones, ADP, contract start date, products/services, etc.)

Subcontractors

14. Provide names and addresses of any subcontractors to be used to provide services described in this RFP.

COMMISSION OFFER FORM

Describe all proposed rates, fees, and County commissions. All proposed call rates and fees must be fully compliant with all pertinent FCC/federal, state, and local regulations. **The proposed call rates must not exceed the current call rates offered at this facility.** The proposed commission payable shall be stated as a percentage of gross revenue for all calls placed on or through the Inmate Telephone System, with no fee additions beyond the maximum rates and fees specifically allowed by the FCC Order, state tariffs, and any other pertinent regulations. Failure to state commissions as a percentage of gross revenue, using only rates and fees that are compliant with all pertinent regulations, will cause vendor's proposal to be deemed non-compliant and ineligible for contract award.

COLLECT CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local				
Intra LATA				
Inter LATA				
InterState				

PREPAID COLLECT, DIRECT BILLED COLLECT or ADVANCE PAY CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local				
Intra LATA				
Inter LATA				
InterState				

PREPAID DEBIT CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local				
Intra LATA				
Inter LATA				
InterState				
International				

NOTE: Rates shown above are exclusive of Federal, State and Local Taxes and Regulatory Fees such as the Universal Service Fund. It is understood that these will be charged as a pass-through from the taxing/regulating agency to the called party and that no commission will be paid on these items.

Commission Offer Form (cont.)

Tablet/Messaging Fees: Vendor must describe options available to inmates via tablet system, and fees associated with all aspects of tablet use. EX: Free options on tablet to include commissary access, law library, inmate requests/grievances. Paid options on tablet to include offsite video visitation, music, video, movies, etc.

Other Fees:

Vendors are required to disclose any/all fees charged to the inmate or called party in excess of the above stated call rates. Disclose fees whether charged directly or by a subcontractor, billing agent, or other third party who accepts payments on your behalf. Failure to accurately disclose fees will be cause for disqualification. The only fees that need not be listed are taxes and pass-through fees imposed by regulatory agencies.

Fees

Description	Fee Amount	Applicable to Collect, Prepaid Collect, Direct Billed and/or Debit?
Prepaid Account Set up Fee		
Prepaid Account Funding Fee via Internet		
Prepaid Account Funding Fee via Telephone		
Prepaid Account Close-Out Fee		
Refund Fee		
Account Maintenance Fee		
Inactive Account Fee		
Regulatory Cost Recovery Fee		
Bill Statement Fee		
Single Bill Fee		
Universal Service Fund Administrative Fee		
Other? Describe any other fees that are not covered above		

Policies

Question	Vendor Policy
What is the Prepaid Account Deposit Minimum?	
Does vendor or subcontractor provide ready access to live agents via telephone?	
After what period of inactivity does a prepaid account balance expire?	

How long does it take after a credit card deposit is received before calling is restored? (# minutes, hours, days?)	
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Signed: _____

Title: _____

Date: _____